

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE  
REHABILITATION CONSULTANT

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**DEFINITION**

Provides consultative services and represents the Department for the Blind in contacts with public and nonpublic institutions and their staffs, related vocational rehabilitation organizations and associations, governmental agencies, and the general public; writes policy and procedural manuals, public relations materials, step-by-step manuals, newsletters and surveys; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

**WORK EXAMPLES**

Advises staff through in-service and staff development meetings, workshops, or individual consultation; evaluates training needs and plans training curriculum, schedules, and goals; develops training, references and policy materials in conjunction with the management team; writes technical manuals, information materials, tutorials, and training manuals for agency staff and students.

Receives incoming requests to the Department for information and services; describes services and answers questions about services; researches and provides information on additional resources; acquires and records pertinent information about new referrals; assigns new referrals to counselors and teachers; initiates additional services to existing clients as appropriate.

Oversees and coordinates Social Security issues by researching and answering questions regarding Social Security matters for clients, Department staff, and telephone inquires; assists clients in dealing with Social Security personnel; reviews Program to Achieve Self Support (PASS) plans; provides information on changes in Social Security law and policy to staff and clients; reads and disseminates information in relevant publications; provides in-service training on Social Security issues; applies for Social Security reimbursement for vocational rehabilitation services; prepares monthly reports on disposition of referrals from the Disability Determination Unit of Social Security clients; provides medical information to Disability Determination Unit upon request; consults with Social Security Administration personnel on specific issues.

Serves on management team and attends and participates in Supervisor and Automation Committee meetings; consults with Director on topics which might include automation, Social Security, and grant-writing; helps plan Division bi-monthly in-service meeting/training; evaluates and makes recommendations on automation issues and other areas of expertise; supervises the Field Operations Division in the absence of others; participates in Department's outreach efforts; responsible for implementing some objectives of the Department's Federal Strategic Plan.

Represents agency at meetings as assigned; participates in meetings at appropriate level of involvement; expresses agency views and brings information back to the agency.

Reads and interprets policy directives, memos, and related materials from the Rehabilitation Services Administration (RSA) national and regional offices; conducts annual public hearings on the State Plan--one each in Des Moines, Cedar Rapids, and Waterloo; conducts and evaluates annual Client Satisfaction Survey; develops attachments for the State Plan based on input from consumers, the Department director and other management personnel; prepares attachments for approval by the Commission Board; meets deadlines for submission to RSA Regional Office.

Researches grant opportunities via the Catalog of Federal Domestic Assistance (CFDA), Federal Register, the Internet, and grant writers' organizations; evaluates grant opportunities and matches them with current and future agency projects and priorities; helps refine plans for projects; writes and/or edits grant applications; procures attachments and letters of support; meets deadlines for submission.

Serves as editor of Department newsletter; gathers information, writes, and adapts articles; solicits articles from other staff members; plans contents and order of articles; prepares for final layout; produces three newsletters per year on varied schedule.

Audits and processes case management data; prepares and revises reports to RSA; produces reports, analyzes and evaluates case management data for use by management team; reports trends, and statistics, to supervisor and staff.

### **COMPETENCIES REQUIRED**

Knowledge of the Rehabilitation Act of 1973 as amended (especially Title VII, Parts A, B & C), Rehabilitation Services Administration rules and regulations, state laws, departmental policies and procedures.

Knowledge of rehabilitation process/delivery system.

Knowledge of and belief in positive and realistic attitudes toward blindness.

Knowledge of public vocational rehabilitation - its philosophy and history.

Ability to read and interpret the Rehabilitation Act, and its related regulations.

Ability to provide technical information in an organized and simplified manner.

Ability to teach skills using a variety of approaches.

Ability to accomplish multiple tasks in a stressful environment.

Ability to collect and analyze data, then present that data in a meaningful manner.

Ability to represent the Department's philosophy and culture in a positive manner.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited college or university and experience equal to three years of full-time work in rehabilitation or a closely related field;

OR

an equivalent combination of education and experience substituting the equivalent of one year of full-time work experience, outlined above, for each year of the required education to a maximum substitution of three years.

### **NOTE:**

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the Department for the Blind.

Effective Date: 11/00 BLR